

Survey Summary by Originating Organization / Agency

For Surveys created from 08/07/2004 to 08/13/2004 and responded to through 08/19/2004

This report groups and analyzes the results of the DIT Remedy Help Desk survey by the organization or agency that the call originated from. The Information Officers and the agencies they are responsible for are shown below. For each question in each organization the total number of responses for each rating is totaled under the corresponding heading (Very Good, Good, Average, Poor, Very Poor) and an average for all responses for that question is given under the column Average Rating. A total count of the number of answers with comments for each question is shown under the Total Comments column. Summary information and averages for all surveys can be found on the last page of the report.

Information Officer	Agencies Supported
Susan Doby	FIA, DCH
James Hogan	CIS, Education, Career Development
Gary Blair	MSP, Corrections, DMVA, Attorney General
Lynn Draschil	HAL, DNR, DEQ, Agriculture
David Borzenski	Treasury, Secretary of State
C. Douglass Couto	MDOT, DMB, Civil Service, Civil Rights, DIT

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Attorney General</u>	13 Survey(s) Found						
Was the service provided in a timely manner?	8	4	1	0	0	4.54	3
Was the technician knowledgeable?	10	2	1	0	0	4.69	3
Was the problem solved to your satisfaction?	11	1	1	0	0	4.77	4
Was the technician friendly?	12	1	0	0	0	4.92	3
Was the solution of your problem clearly communicated to you?	10	1	2	0	0	4.62	4
If Field Services visited your workstation did they leave a note explaining what was done?	4	0	9				3
Was your problem resolved with your initial contact to DIT Support?	11	1	1				4
<u>Dept Information Technology</u>	124 Survey(s) Found						
Was the service provided in a timely manner?	92	15	6	1	2	4.67	6
Was the technician knowledgeable?	90	15	8	0	0	4.73	8
Was the problem solved to your satisfaction?	92	12	6	0	3	4.68	7
Was the technician friendly?	96	10	6	0	0	4.80	7
Was the solution of your problem clearly communicated to you?	92	11	10	0	1	4.69	11
If Field Services visited your workstation did they leave a note explaining what was done?	24	0	94				6
Was your problem resolved with your initial contact to DIT Support?	82	21	15				12
<u>Dept of Agriculture</u>	4 Survey(s) Found						
Was the service provided in a timely manner?	3	0	1	0	0	4.50	1
Was the technician knowledgeable?	3	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	3	0	0	0	0	5.00	0
Was the technician friendly?	3	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	3	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	2				0
Was your problem resolved with your initial contact to DIT Support?	2	1	0				0

		Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>								
<u>Dept of Career Development</u>	22 Survey(s) Found							
Was the service provided in a timely manner?	11	4	4	2	0		4.14	4
Was the technician knowledgeable?	16	3	2	0	0		4.67	2
Was the problem solved to your satisfaction?	17	1	3	0	0		4.67	2
Was the technician friendly?	20	1	0	0	0		4.95	1
Was the solution of your problem clearly communicated to you?	14	3	3	0	0		4.55	2
If Field Services visited your workstation did they leave a note explaining what was done?	5	1	13					1
Was your problem resolved with your initial contact to DIT Support?	12	6	2					1
<u>Dept of Civil Rights</u>	1 Survey(s) Found							
Was the service provided in a timely manner?	1	0	0	0	0		5.00	0
Was the technician knowledgeable?	1	0	0	0	0		5.00	0
Was the problem solved to your satisfaction?	1	0	0	0	0		5.00	0
Was the technician friendly?	1	0	0	0	0		5.00	0
Was the solution of your problem clearly communicated to you?	1	0	0	0	0		5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	0	0	1					0
Was your problem resolved with your initial contact to DIT Support?	1	0	0					0
<u>Dept of Civil Service</u>	8 Survey(s) Found							
Was the service provided in a timely manner?	4	0	2	0	1		3.86	0
Was the technician knowledgeable?	4	0	2	0	0		4.33	1
Was the problem solved to your satisfaction?	4	0	2	0	1		3.86	0
Was the technician friendly?	3	1	1	0	0		4.40	2
Was the solution of your problem clearly communicated to you?	4	1	1	0	2		3.63	1
If Field Services visited your workstation did they leave a note explaining what was done?	1	1	6					0
Was your problem resolved with your initial contact to DIT Support?	5	2	1					1
<u>Dept of Community Health</u>	21 Survey(s) Found							
Was the service provided in a timely manner?	12	3	2	2	1		4.15	5
Was the technician knowledgeable?	15	1	4	0	0		4.55	1
Was the problem solved to your satisfaction?	13	3	2	0	2		4.25	3
Was the technician friendly?	14	4	1	1	0		4.55	1
Was the solution of your problem clearly communicated to you?	12	2	2	3	1		4.05	2
If Field Services visited your workstation did they leave a note explaining what was done?	3	3	12					2
Was your problem resolved with your initial contact to DIT Support?	10	8	2					3
<u>Dept of Consumer Ind Services</u>	30 Survey(s) Found							
Was the service provided in a timely manner?	22	4	1	2	1		4.47	3
Was the technician knowledgeable?	22	5	2	1	0		4.60	2
Was the problem solved to your satisfaction?	22	5	1	0	0		4.75	1
Was the technician friendly?	24	2	3	0	1		4.60	4
Was the solution of your problem clearly communicated to you?	18	11	1	0	0		4.57	0
If Field Services visited your workstation did they leave a note explaining what was done?	7	3	19					6
Was your problem resolved with your initial contact to DIT Support?	18	5	5					2

	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Organization / Agency</u>							
<u>Dept of Corrections</u>	104 Survey(s) Found						
Was the service provided in a timely manner?	65	20	8	7	2	4.36	14
Was the technician knowledgeable?	66	21	7	3	2	4.47	13
Was the problem solved to your satisfaction?	78	12	3	5	3	4.55	9
Was the technician friendly?	75	11	5	1	3	4.62	12
Was the solution of your problem clearly communicated to you?	73	14	7	4	4	4.45	8
If Field Services visited your workstation did they leave a note explaining what was done?	19	9	74				1
Was your problem resolved with your initial contact to DIT Support?	77	20	6				10
<u>Dept of Education</u>	17 Survey(s) Found						
Was the service provided in a timely manner?	6	5	0	1	5	3.35	2
Was the technician knowledgeable?	8	4	5	0	0	4.18	1
Was the problem solved to your satisfaction?	6	5	5	0	1	3.88	1
Was the technician friendly?	9	3	5	0	0	4.24	0
Was the solution of your problem clearly communicated to you?	9	2	5	0	1	4.06	0
If Field Services visited your workstation did they leave a note explaining what was done?	5	0	12				1
Was your problem resolved with your initial contact to DIT Support?	8	6	3				2
<u>Dept of Environmental Quality</u>	43 Survey(s) Found						
Was the service provided in a timely manner?	26	10	4	1	2	4.33	5
Was the technician knowledgeable?	25	13	2	0	1	4.49	6
Was the problem solved to your satisfaction?	26	11	3	1	1	4.43	3
Was the technician friendly?	30	6	4	0	0	4.65	2
Was the solution of your problem clearly communicated to you?	21	11	6	2	1	4.20	3
If Field Services visited your workstation did they leave a note explaining what was done?	9	5	26				3
Was your problem resolved with your initial contact to DIT Support?	31	12	0				6
<u>Dept of Hist Art and Libraries</u>	7 Survey(s) Found						
Was the service provided in a timely manner?	2	3	1	0	1	3.71	3
Was the technician knowledgeable?	2	3	1	0	0	4.17	2
Was the problem solved to your satisfaction?	1	5	0	1	0	3.86	2
Was the technician friendly?	4	2	0	0	0	4.67	1
Was the solution of your problem clearly communicated to you?	3	3	0	0	0	4.50	2
If Field Services visited your workstation did they leave a note explaining what was done?	2	0	5				1
Was your problem resolved with your initial contact to DIT Support?	3	2	2				0
<u>Dept of Management & Budget</u>	30 Survey(s) Found						
Was the service provided in a timely manner?	19	7	2	1	0	4.52	4
Was the technician knowledgeable?	15	3	2	1	0	4.52	8
Was the problem solved to your satisfaction?	17	7	1	1	0	4.54	4
Was the technician friendly?	19	2	1	0	0	4.82	7
Was the solution of your problem clearly communicated to you?	13	3	3	2	0	4.29	7
If Field Services visited your workstation did they leave a note explaining what was done?	7	0	18				0
Was your problem resolved with your initial contact to DIT Support?	16	4	8				2

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
Dept of Military and Veterans	3 Survey(s) Found						
Was the service provided in a timely manner?	2	0	1	0	0	4.33	0
Was the technician knowledgeable?	2	1	0	0	0	4.67	0
Was the problem solved to your satisfaction?	2	1	0	0	0	4.67	0
Was the technician friendly?	2	0	1	0	0	4.33	0
Was the solution of your problem clearly communicated to you?	2	1	0	0	0	4.67	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	2				0
Was your problem resolved with your initial contact to DIT Support?	2	0	1				0
Dept of Natural Resources	30 Survey(s) Found						
Was the service provided in a timely manner?	19	8	1	0	2	4.40	3
Was the technician knowledgeable?	20	8	2	0	0	4.60	4
Was the problem solved to your satisfaction?	22	6	0	1	1	4.57	5
Was the technician friendly?	26	3	0	0	0	4.90	2
Was the solution of your problem clearly communicated to you?	21	4	3	0	1	4.52	4
If Field Services visited your workstation did they leave a note explaining what was done?	13	2	14				0
Was your problem resolved with your initial contact to DIT Support?	19	6	4				5
Dept of State	21 Survey(s) Found						
Was the service provided in a timely manner?	10	6	4	0	1	4.14	4
Was the technician knowledgeable?	12	5	3	1	0	4.33	0
Was the problem solved to your satisfaction?	14	5	1	1	0	4.52	0
Was the technician friendly?	13	7	1	0	0	4.57	1
Was the solution of your problem clearly communicated to you?	11	5	4	0	0	4.35	1
If Field Services visited your workstation did they leave a note explaining what was done?	6	2	13				0
Was your problem resolved with your initial contact to DIT Support?	13	7	1				1
Dept of Transportation	33 Survey(s) Found						
Was the service provided in a timely manner?	23	5	2	2	1	4.42	6
Was the technician knowledgeable?	24	5	2	1	0	4.63	3
Was the problem solved to your satisfaction?	23	5	2	0	2	4.47	4
Was the technician friendly?	28	5	0	0	0	4.85	3
Was the solution of your problem clearly communicated to you?	20	4	5	1	1	4.32	2
If Field Services visited your workstation did they leave a note explaining what was done?	12	3	18				2
Was your problem resolved with your initial contact to DIT Support?	22	9	1				6
Dept of Treasury	20 Survey(s) Found						
Was the service provided in a timely manner?	10	3	2	3	0	4.11	4
Was the technician knowledgeable?	10	5	1	1	0	4.41	5
Was the problem solved to your satisfaction?	10	5	2	1	0	4.33	2
Was the technician friendly?	10	7	0	0	0	4.59	3
Was the solution of your problem clearly communicated to you?	10	5	2	1	0	4.33	3
If Field Services visited your workstation did they leave a note explaining what was done?	9	1	10				1
Was your problem resolved with your initial contact to DIT Support?	14	4	2				4

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Family Independence Agency</u>	200 Survey(s) Found						
Was the service provided in a timely manner?	121	47	15	3	10	4.36	20
Was the technician knowledgeable?	121	36	16	5	4	4.46	23
Was the problem solved to your satisfaction?	131	40	8	6	6	4.49	20
Was the technician friendly?	136	33	10	1	4	4.61	21
Was the solution of your problem clearly communicated to you?	123	29	16	7	8	4.38	28
If Field Services visited your workstation did they leave a note explaining what was done?	15	14	156				9
Was your problem resolved with your initial contact to DIT Support?	126	40	32				20
<u>Friend Of the Court</u>	3 Survey(s) Found						
Was the service provided in a timely manner?	2	1	0	0	0	4.67	0
Was the technician knowledgeable?	2	1	0	0	0	4.67	0
Was the problem solved to your satisfaction?	2	0	1	0	0	4.33	1
Was the technician friendly?	3	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	2	1	0	0	0	4.67	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	2				1
Was your problem resolved with your initial contact to DIT Support?	1	2	0				1
<u>Michigan State Police</u>	30 Survey(s) Found						
Was the service provided in a timely manner?	11	9	5	4	1	3.83	8
Was the technician knowledgeable?	12	10	3	1	1	4.15	5
Was the problem solved to your satisfaction?	10	11	5	1	2	3.90	9
Was the technician friendly?	15	11	2	0	0	4.46	5
Was the solution of your problem clearly communicated to you?	7	10	8	1	1	3.78	5
If Field Services visited your workstation did they leave a note explaining what was done?	4	8	16				2
Was your problem resolved with your initial contact to DIT Support?	14	13	3				5
<u>Prosecuting Attorney Office</u>	1 Survey(s) Found						
Was the service provided in a timely manner?	1	0	0	0	0	5.00	0
Was the technician knowledgeable?	1	0	0	0	0	5.00	0
Was the problem solved to your satisfaction?	1	0	0	0	0	5.00	0
Was the technician friendly?	1	0	0	0	0	5.00	0
Was the solution of your problem clearly communicated to you?	1	0	0	0	0	5.00	0
If Field Services visited your workstation did they leave a note explaining what was done?	1	0	0				0
Was your problem resolved with your initial contact to DIT Support?	1	0	0				0

<u>Organization / Agency</u>	Very Good (5) Yes	Good (4) No	Average (3) N/A	Poor (2)	Very Poor (1)	Average Rating	Total Comments
<u>Grand Totals</u>	765 Survey(s) Found						
Was the service provided in a timely manner?	470	154	62	29	30	4.35	95
Was the technician knowledgeable?	481	141	63	14	8	4.52	87
Was the problem solved to your satisfaction?	506	135	46	18	22	4.49	77
Was the technician friendly?	544	109	40	3	8	4.67	75
Was the solution of your problem clearly communicated to you?	470	121	78	21	21	4.40	83
If Field Services visited your workstation did they leave a note explaining what was done?	149	52	522				39
Was your problem resolved with your initial contact to DIT Support?	488	169	89				85

Survey Summary Information

Waiting

Responded

Processed

Expired

0

765

0

5,067

Total : 5,832

Percent Responded / Processed - 13.12 %